



User manual
Van Hoorn Carbide webshop

Preface

In case of questions, please don't hesitate to contact us:

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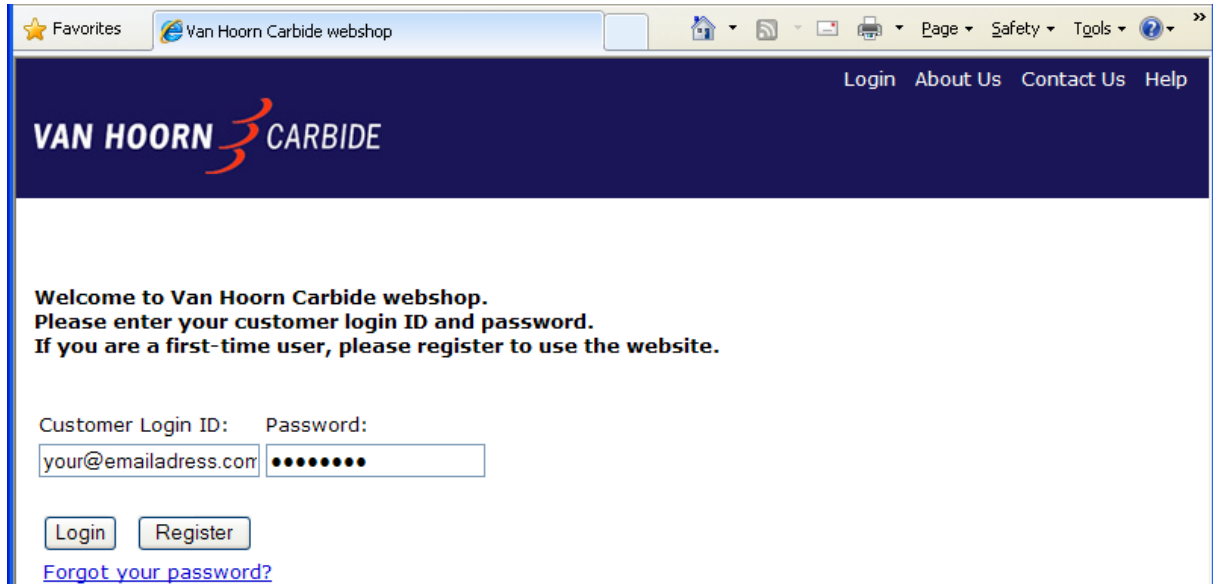
Or visit our website at: <http://www.hoorn-carbide.com>

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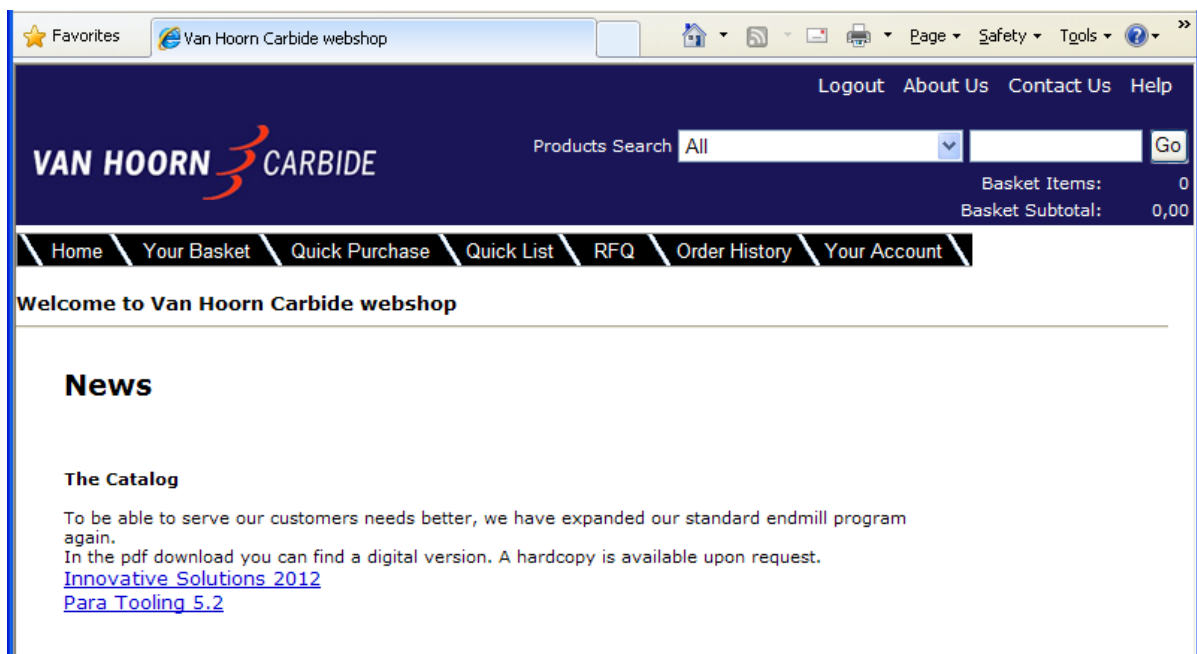
1. Log in

You can log in to our webshop by using your own email address as a username and using the password provided by Van Hoorn Carbide via email.



The screenshot shows the login page of the Van Hoorn Carbide webshop. The browser's address bar displays 'Van Hoorn Carbide webshop'. The page features a dark blue header with the company logo and navigation links: 'Login', 'About Us', 'Contact Us', and 'Help'. Below the header, a welcome message reads: 'Welcome to Van Hoorn Carbide webshop. Please enter your customer login ID and password. If you are a first-time user, please register to use the website.' The login form consists of two input fields: 'Customer Login ID:' with the placeholder 'your@emailaddress.com' and 'Password:' with masked characters. Below these fields are 'Login' and 'Register' buttons, and a link for 'Forgot your password?'.

When you have filled in the “Customer Login ID” and “Password” fields correctly, click the “Login”-button to get started. The following screen appears:



The screenshot shows the home page of the Van Hoorn Carbide webshop after a successful login. The browser's address bar remains the same. The header now includes a 'Logout' link alongside 'About Us', 'Contact Us', and 'Help'. A 'Products Search' bar is visible with a dropdown menu set to 'All' and a 'Go' button. On the right, the 'Basket' section shows 'Basket Items: 0' and 'Basket Subtotal: 0,00'. A navigation menu below the header lists: 'Home', 'Your Basket', 'Quick Purchase', 'Quick List', 'RFQ', 'Order History', and 'Your Account'. The main content area begins with a 'Welcome to Van Hoorn Carbide webshop' message, followed by a 'News' section titled 'The Catalog' which contains a paragraph about expanded endmill programs and links to 'Innovative Solutions 2012' and 'Para Tooling 5.2'.

If you want to change the password, you can do so. Click on the “Your Account”-button in the menu. The following screen appears:

Van Hoorn Carbide webshop

Logout About Us Contact Us Help

VAN HOORN CARBIDE

Products Search

Basket Items: 0
Basket Subtotal: 0,00

Home Your Basket Quick Purchase Quick List RFQ Order History Your Account

Change your password

Name:

Old Password:

Password:

Confirm Password:

Change your hint

Hint Question:

Hint Answer:

Billing Address:

Shipping Address:

Name	Address	City	State	Postal Code

Contacts:

Name	Function	Phone	Fax	E-mail Address

You can change your password by filling in your current password in the “Old Password” field and filling in the desired password in the “Password” and “Confirm Password” field. Press the “Update” button to apply the changes.

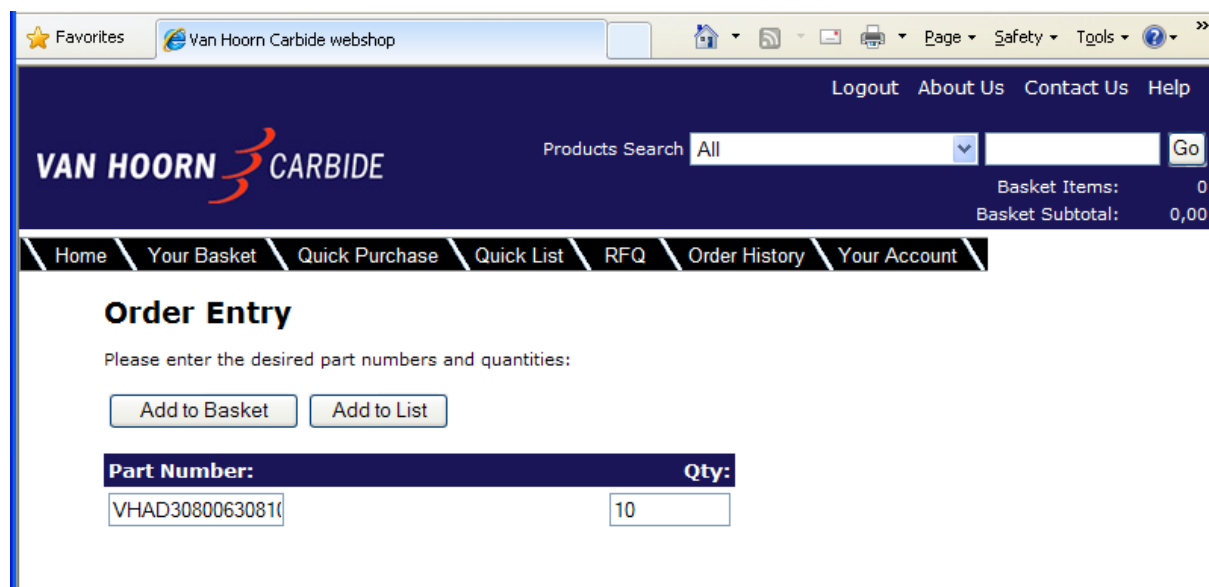
Changing your Hint Question and Hint Answer is a similar procedure:
Fill in the “Hint Question” and the “Hint Answer” field and press the “Update” button.

2. Place an order

In the webshop you will have the possibility to place an order in three different ways. All three methods are explained in the next paragraphs.

2.1 Quick Purchase

The quick purchase method is fast and simple. This method is only interesting if you know exactly which type of end mill you would like to order. Press the “Quick Purchase” button on the menu bar to get started. The following screen appears:



The screenshot shows the 'Order Entry' page of the Van Hoorn Carbide webshop. The browser's address bar shows 'Van Hoorn Carbide webshop'. The page has a dark blue header with the 'VAN HOORN CARBIDE' logo on the left and navigation links 'Logout', 'About Us', 'Contact Us', and 'Help' on the right. Below the header is a search bar with 'Products Search' and a dropdown menu set to 'All'. To the right of the search bar, it says 'Basket Items: 0' and 'Basket Subtotal: 0,00'. A navigation bar below the header contains links: 'Home', 'Your Basket', 'Quick Purchase', 'Quick List', 'RFQ', 'Order History', and 'Your Account'. The main content area is titled 'Order Entry' and contains the instruction 'Please enter the desired part numbers and quantities:'. Below this are two buttons: 'Add to Basket' and 'Add to List'. At the bottom, there are two input fields: 'Part Number:' with the value 'VHAD30800630810' and 'Qty:' with the value '10'.

In the “Part Number” field you can type the exact Van Hoorn Carbide article number, as described in our catalogue.

In the “Qty” field (quantity) you can type the desired quantity of that end mill.

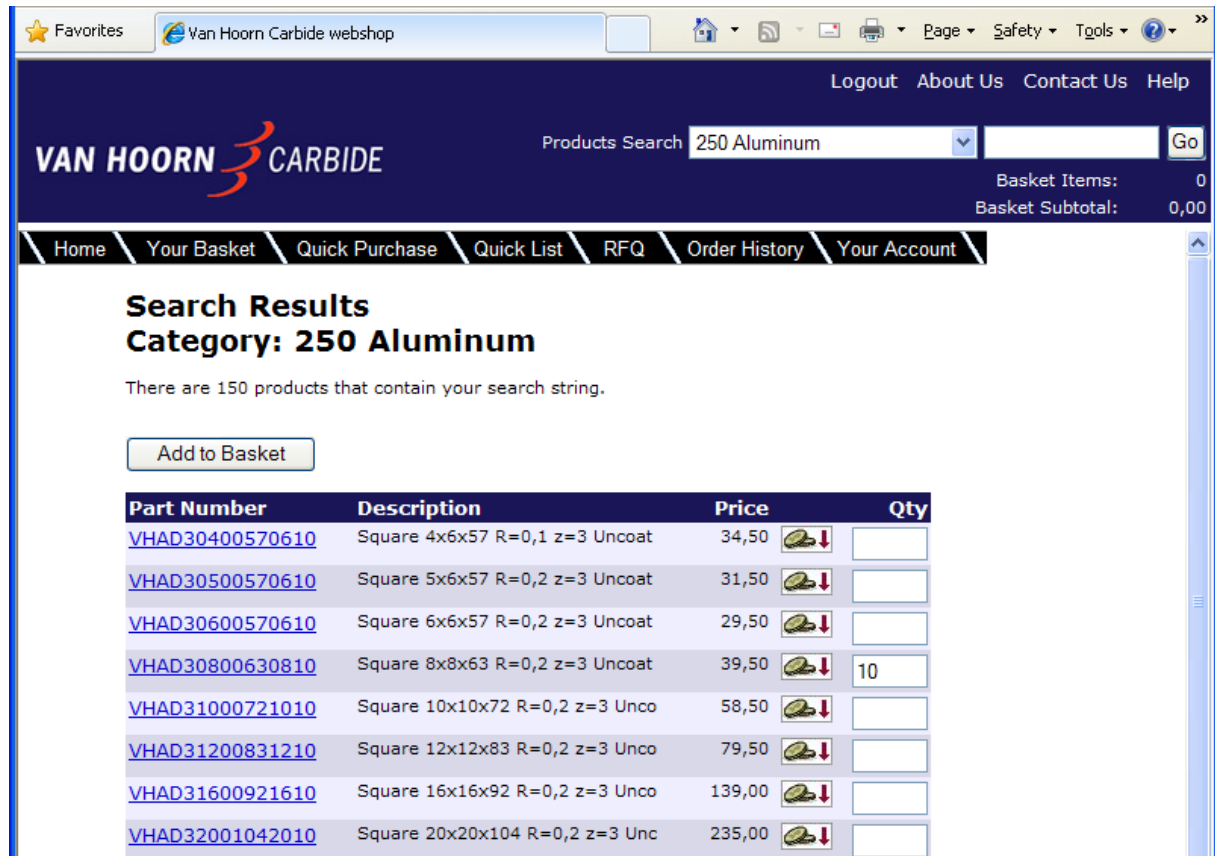
To add this product to the shopping basket press the “Add to Basket” button.

It is also possible to add the product to your Quick List. To do so simply press the “Add to List” button. For more information about the Quick List see paragraph 2.3.

Note: It is essential that the part number is filled in completely correct or else the webshop is not able to find the desired product.

2.2 Normal Purchase

Using the normal purchase method gives you an overview of the whole product range regarding the selected category. We suggest you to use this method, in order to prevent mistakes. Use the “Products Search” fields above the menu bar to search for the articles you want.



The screenshot shows the Van Hoorn Carbide webshop interface. At the top, there's a navigation bar with links like 'Logout', 'About Us', 'Contact Us', and 'Help'. Below this is a search bar with '250 Aluminum' entered and a 'Go' button. To the right of the search bar, it shows 'Basket Items: 0' and 'Basket Subtotal: 0,00'. Below the search bar is a menu bar with links like 'Home', 'Your Basket', 'Quick Purchase', 'Quick List', 'RFQ', 'Order History', and 'Your Account'. The main content area is titled 'Search Results' and 'Category: 250 Aluminum'. It states 'There are 150 products that contain your search string.' Below this is an 'Add to Basket' button. A table lists the search results with columns for Part Number, Description, Price, and Qty.

Part Number	Description	Price	Qty
VHAD30400570610	Square 4x6x57 R=0,1 z=3 Uncoat	34,50	<input type="text"/>
VHAD30500570610	Square 5x6x57 R=0,2 z=3 Uncoat	31,50	<input type="text"/>
VHAD30600570610	Square 6x6x57 R=0,2 z=3 Uncoat	29,50	<input type="text"/>
VHAD30800630810	Square 8x8x63 R=0,2 z=3 Uncoat	39,50	<input type="text" value="10"/>
VHAD31000721010	Square 10x10x72 R=0,2 z=3 Unco	58,50	<input type="text"/>
VHAD31200831210	Square 12x12x83 R=0,2 z=3 Unco	79,50	<input type="text"/>
VHAD31600921610	Square 16x16x92 R=0,2 z=3 Unco	139,00	<input type="text"/>
VHAD32001042010	Square 20x20x104 R=0,2 z=3 Unc	235,00	<input type="text"/>

In the first field you can select the right category to specify your search. Besides all categories of the products which are mentioned, you're also able to select “Previously Purchased” in order to find the products which you've already purchased before. After you've chosen the category you want, click on “Go” to enter your search.

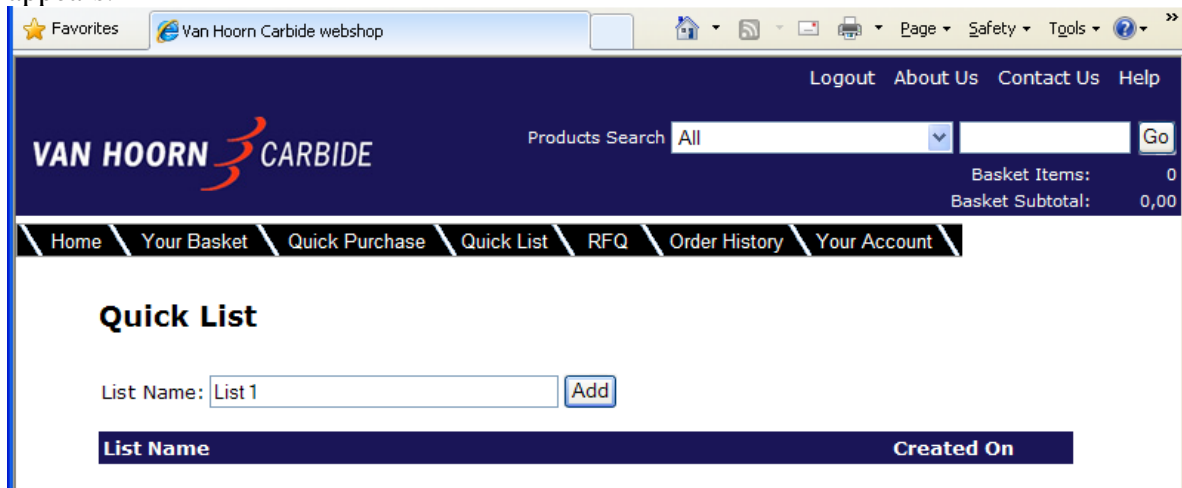
In the second field you can type the first part of an article number to specify your search even more. We suggest you to select the category “All” in the first field, when using this second search field.

Note: never press your “ENTER” bar while using this search field, but always click on “Go”, otherwise the search engine won't work.

When your search is successful, a list with “Part Number”, “Description” and “Price” will appear. Behind these details you can order the right “Qty” and press on “Add to Basket”.

2.3 Quick List

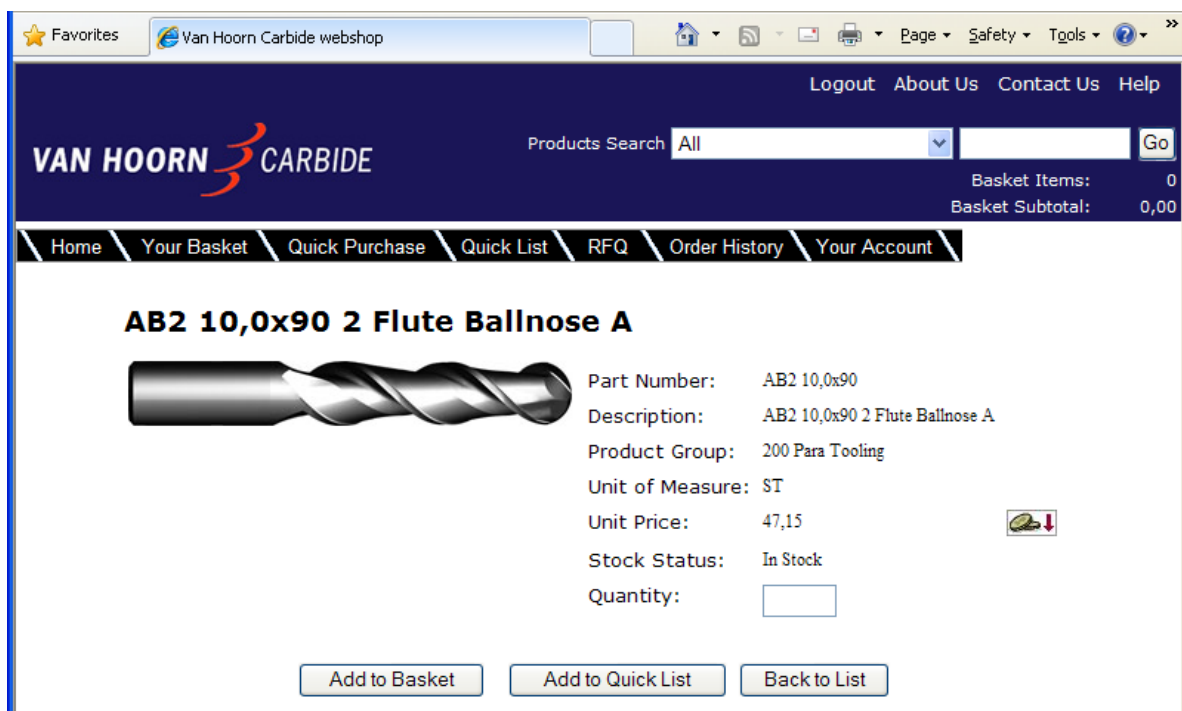
When you are purchasing the identical same articles more often, it might be useful to make a “Quick List”. Using a Quick List enables you to simply add a number of articles from your quick list to the basket at once. This way you don’t have to search for each separate article every time. Press the “Quick List” button on the menu bar to get started. The following screen appears:



The screenshot shows the 'Quick List' page of the Van Hoorn Carbide webshop. The browser's address bar shows 'Van Hoorn Carbide webshop'. The page header includes navigation links: 'Logout', 'About Us', 'Contact Us', and 'Help'. The 'VAN HOORN CARBIDE' logo is on the left, and a 'Products Search' bar with a dropdown menu set to 'All' and a 'Go' button is on the right. Below the search bar, the 'Basket Items' count is 0 and the 'Basket Subtotal' is 0,00. A navigation bar contains links: 'Home', 'Your Basket', 'Quick Purchase', 'Quick List' (highlighted), 'RFQ', 'Order History', and 'Your Account'. The main content area is titled 'Quick List' and features a 'List Name' input field containing 'List 1' and an 'Add' button. Below this is a table header with two columns: 'List Name' and 'Created On'.

In the “List Name” field you can type the name of your Quick List; “List 1” for example. After you’ve filled in the name click on “Add”.

Now you’ve created your Quick List, and you’re able to add articles which you often purchase to your list. Therefore you’ll have to search the concerning article by using the method as described in chapter 2.2. The following screen appears (for example):



The screenshot shows the product page for 'AB2 10,0x90 2 Flute Ballnose A'. The browser's address bar shows 'Van Hoorn Carbide webshop'. The page header includes navigation links: 'Logout', 'About Us', 'Contact Us', and 'Help'. The 'VAN HOORN CARBIDE' logo is on the left, and a 'Products Search' bar with a dropdown menu set to 'All' and a 'Go' button is on the right. Below the search bar, the 'Basket Items' count is 0 and the 'Basket Subtotal' is 0,00. A navigation bar contains links: 'Home', 'Your Basket', 'Quick Purchase', 'Quick List' (highlighted), 'RFQ', 'Order History', and 'Your Account'. The main content area displays the product name 'AB2 10,0x90 2 Flute Ballnose A' and a 3D image of the drill bit. To the right of the image, the following details are listed: 'Part Number: AB2 10,0x90', 'Description: AB2 10,0x90 2 Flute Ballnose A', 'Product Group: 200 Para Tooling', 'Unit of Measure: ST', 'Unit Price: 47,15', 'Stock Status: In Stock', and 'Quantity:'. Below the details are three buttons: 'Add to Basket', 'Add to Quick List', and 'Back to List'.

Here you can press the “Add to Quick List” button and the article will be added. We suggest you to use this Quick List in order to make an overview of common articles for yourself.

2.4 Shopping basket / Check out

After filling your basket with articles by using either the Quick Purchase, Normal Purchase or Quick List method, you can press the “Your Basket” button on the menu bar to order your articles. The following screen appears:

Van Hoorn Carbide webshop

Logout About Us Contact Us Help

Products Search All Go

Basket Items: 2
Basket Subtotal: 421,15

Home Your Basket Quick Purchase Quick List RFQ Order History Your Account

basket shipping billing preview order confirmation

Shopping Basket

You have 2 Items in your shopping basket.

To change an item's quantity, edit the number and press "Update Basket".

Update Basket Empty Basket

Part Number	Description	Price	Total Price	Qty	
VHAD30800630810	Square 8x8x63 R=0,2 z=3 Uncoat	13,83	138,25	10	Remove
AB2 10,0x90	AB2 10,0x90 2 Flute Ballnose A	28,29	282,90	10	Remove

Subtotal: 421,15

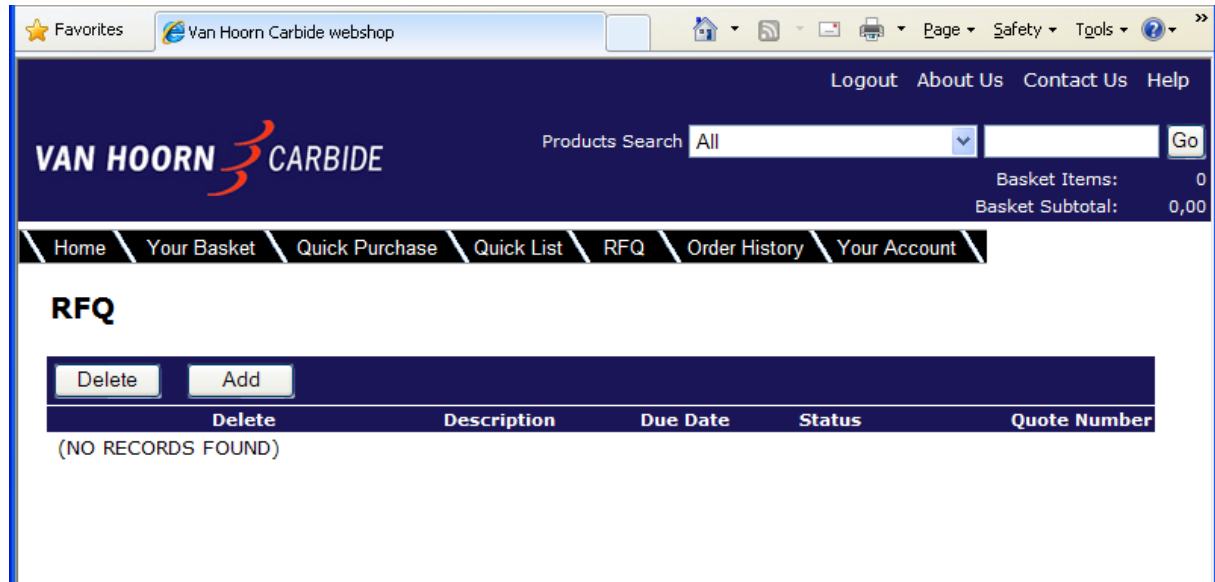
Checkout

Here you have an overview of the articles in your basket, including the description, price, total price and quantity. You're also able to adjust the quantities or remove articles from your basket. Always press the “Update Basket” button after you've made some adjustments to your basket.

When you've found the articles you need, checked the article numbers, prices and quantities, you can press the “Checkout” button. Next you will be lead through the “Shipping”, “Billing” and “Preview order” fields, where you have to fill in the details and the opportunity is given to check your order once again. Thereafter you'll have to confirm the order, which will be sent to the Sales department of Van Hoorn Carbide. You'll receive an order confirmation in PDF by email after your order has been processed.

3. R.F.Q.

In case you would like to order a custom made product, which is not listed in our products list, you can request us for a quote (R.F.Q.). Press the “RFQ button” in the menu bar to request for a quote. The following screen appears:



The screenshot shows the Van Hoorn Carbide webshop interface. At the top, there is a navigation bar with links for Logout, About Us, Contact Us, and Help. Below this is a search bar with the text "Products Search" and a dropdown menu set to "All". To the right of the search bar, it says "Basket Items: 0" and "Basket Subtotal: 0,00". A secondary navigation bar contains links for Home, Your Basket, Quick Purchase, Quick List, RFQ, Order History, and Your Account. The main content area is titled "RFQ" and features a "Delete" button and an "Add" button. Below these buttons is a table with the following headers: Delete, Description, Due Date, Status, and Quote Number. The table currently displays the message "(NO RECORDS FOUND)".

Delete	Description	Due Date	Status	Quote Number
(NO RECORDS FOUND)				

Press the “Add” button to add a new RFQ, fill in the required fields and press “OK”. Van Hoorn Carbide will receive your RFQ, and will contact you as soon as possible.

Although we suggest you to send your RFQ’s right away to our info@hoorn-carbide.com address. This way your request will be handled faster.

4. Order status

When you've placed some orders, the webshop gives you the possibility to get an overview of the orders which are still open or already closed. Go to "Order History" and press "Orders" in the menu bar. The order number, PO number, submitted address, selling price and status are mentioned, as you can see on the following screen:

The screenshot shows the 'Order History' page of the Van Hoorn Carbide webshop. The browser's address bar shows 'Van Hoorn Carbide webshop'. The page has a dark blue header with the company logo and navigation links: 'Logout', 'About Us', 'Contact Us', and 'Help'. A 'Products Search' bar is located in the top right of the header. Below the header is a navigation bar with links: 'Home', 'Your Basket', 'Quick Purchase', 'Quick List', 'RFQ', 'Order History', and 'Your Account'. The 'Order History' link is highlighted, and a dropdown menu is open showing 'Orders', 'Shipments', 'Invoices', 'Payments', and 'RMA'. The 'Orders' link is selected. The main content area is titled 'Orders' and contains a 'Search Criteria' section with input fields for 'Order Number', 'PO Number', and a 'Status' dropdown menu set to 'All'. A 'Go' button is next to the search criteria. Below the search criteria is a table with the following columns: 'Order Number', 'PO Number', 'Submitted Address', 'Selling Price', and 'Status'. The table is currently empty.

Order Number	PO Number	Submitted Address	Selling Price	Status
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When you've placed an order, you're able to press the order number for more information regarding the order.

5. Shipments

When you've placed some orders and we've managed to ship these orders, the webshop gives you the possibility to get an overview of the shipped orders. Go to "Order History" and press "Shipments" in the menu bar. The ship date, packing slip, order number, PO number and distributor are mentioned, as you can see on the following screen:

The screenshot shows the 'Shipments' page of the Van Hoorn Carbide webshop. The browser's address bar shows 'Van Hoorn Carbide webshop'. The page has a dark blue header with the company logo, a search bar, and navigation links (Logout, About Us, Contact Us, Help). Below the header is a navigation bar with links: Home, Your Basket, Quick Purchase, Quick List, RFQ, Order History, and Your Account. The main content area is titled 'Shipments' and contains a 'Search Criteria' section with a 'Go' button. Below this is a table with columns: Ship Date, Packing Slip, Order Number, PO Number, and Ship Via. The 'Ship Date' column has a dropdown menu currently set to 'All'.

Ship Date	Packing Slip	Order Number	PO Number	Ship Via
All				

When we've shipped an order, you're able to press the packing slip number for more information regarding the shipment. On this packing slip page, the concerning tracking number is mentioned to give you the opportunity to check the current status of the shipment.

Besides you can press the invoice number from the packing slip page, for more information regarding the invoice.

6. Invoices

When you've placed some orders and we've managed to ship these orders, the webshop gives you also the possibility to get an overview of the invoices. Go to "Order History" and press "Invoices" in the menu bar. The invoice number, invoice date, due date, our order number, your order number and invoice amount are mentioned, as you can see on the following screen:

The screenshot shows the 'Invoices' page of the Van Hoorn Carbide webshop. The page has a dark blue header with the company logo and navigation links. Below the header is a search bar and a navigation menu. The main content area is titled 'Invoices' and contains a 'Search Criteria' section with a 'Go' button. Below the search criteria is a table with the following columns: Invoice Number, Invoice Date, Due Date, Our Order Number, Your Order Number, Invoice Amount, Balance Due, and Open.

Invoice Number	Invoice Date	Due Date	Our Order Number	Your Order Number	Invoice Amount	Balance Due	Open
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You're able to press the invoice number for more information regarding the invoice. Besides you're able to press our order number for more information regarding the order.

7. Payments

Besides an overview of the invoices, the webshop also gives you the possibility to get an overview of the payments which you've made. Go to "Order History" and press "Payments" in the menu bar. The payment date, check reference, check amount, invoice and payment amount are mentioned, as you can see on the following screen:

The screenshot displays the 'Payments' section of the Van Hoorn Carbide webshop. At the top, there is a navigation bar with links for 'Logout', 'About Us', 'Contact Us', and 'Help'. Below this is a search bar with the text 'Products Search' and a dropdown menu set to 'All'. To the right of the search bar, it shows 'Basket Items: 0' and 'Basket Subtotal: 0,00'. A secondary navigation bar contains links for 'Home', 'Your Basket', 'Quick Purchase', 'Quick List', 'RFQ', 'Order History', and 'Your Account'. The main heading is 'Payments'. Below this is a 'Search Criteria' section with three input fields: 'Payment Date' (set to 'All'), 'Check Reference', and 'Check Amount'. A 'Go' button is located to the right of these fields. Below the search criteria is a table with the following headers: 'Payment Date', 'Check Reference', 'Check Amount', 'Order Number', 'Invoice', and 'Payment Amount'. The table body is currently empty.

Payment Date	Check Reference	Check Amount	Order Number	Invoice	Payment Amount
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For this payment overview screen, you're also able to press the invoice number for more information regarding the invoice.

8. R.M.A.

It may occur that articles are shipped back for numerous reasons. The webshop gives you the possibility to get an overview of the returned merchandise authorization (R.M.A). Go to “Order History” and press “RMA” in the menu bar. The returned number, RMA date, part number, returned quantity and order number are mentioned, as you can see on the following screen:

The screenshot shows the Van Hoorn Carbide webshop interface. At the top, there is a navigation bar with links for Logout, About Us, Contact Us, and Help. Below this is a search bar with the text "Products Search" and a dropdown menu set to "All". To the right of the search bar, it says "Basket Items: 0" and "Basket Subtotal: 0,00". A horizontal menu bar contains links for Home, Your Basket, Quick Purchase, Quick List, RFQ, Order History, and Your Account. The main heading is "RMA". Below this is a "Search Criteria" section with a "Return" input field and an "Open" dropdown menu set to "All". A "Go" button is located to the right of the search criteria. At the bottom, there is a table header with the following columns: Return Line, RMA Date, Part Number, Rev Our Return Qty, U/M Open, and Order Line Selling Return Qty.

Return Line	RMA Date	Part Number	Rev Our Return Qty	U/M Open	Order Line Selling Return Qty
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